

**Job Title:** Learning & Engagement Manager**Job Status:** Full-Time**Department:** Learning & Development**Job Grade:** 609**Reports To:** Director of People and Culture**Work Setting:** On-Site**Pay Status:** Exempt**Date Created/Updated:** 7/10/2025**Location:** Customer Solutions Center

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### Position Summary

The Learning & Engagement Manager is a key people leader responsible for shaping and driving strategies that support employee growth, leadership development, and organizational culture. This role leads efforts to create a high-performing, engaged workforce through the design and delivery of training programs, employee engagement initiatives, and leadership development pathways.

As a strategic partner and coach, the manager works closely with leaders across departments to identify skill gaps, promote continuous learning, and strengthen employee connection to the organization's mission, values, and goals. This position requires a proactive and collaborative leader who can influence at all levels, inspire a culture of learning and accountability, and serve as a trusted advisor in developing talent across the organization.

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### Essential Duties & Responsibilities

#### MANAGEMENT/SUPERVISION

- Accomplishes staff results by communicating job expectations; planning, monitoring, and appraising job results; coaching, counseling, and disciplining employees; developing, coordinating, and enforcing systems, policies, procedures, and productivity standards.
- Promote a positive work environment and encourage teamwork to accomplish results.
- Review and approve purchases and payroll time entry for division.
- Prepare monthly and quarterly reports, board reports and presentations.
- Attend managers' meetings and report appropriate information to direct reports.
- Ability to communicate effectively both in written and oral modes.
- Ensure personnel are safety conscious and adhere to NBU safety guidelines and practices at all times and in all situations.
- Establishes strategic goals by gathering pertinent business, financial, service, and operations information; identifying and evaluating trends and options; choosing a course of action; defining objectives; evaluating outcomes.
- Maintains professional and technical knowledge by attending educational workshops, reviewing professional publications, establishing personal networks, benchmarking state-of-the-art practices; participating in professional societies.
- Accomplishes financial objectives by forecasting requirements; prepares & monitors annual O & M, capital and personnel budgets; scheduling expenditures; analyzing variances; initiating corrective actions.

#### LEARNING & DEVELOPMENT

- Design, implement, and manage training programs across departments to support employee development, compliance, and leadership readiness.
- Conduct needs assessments and collaborate with department leaders to identify skill gaps and training opportunities.
- Actively searches, creatively designs and implements effective methods to educate, enhance performance,

and build partnerships.

- Stay updated on industry trends researching best practices and implementing innovative strategies to address evolving workforce expectations.
- Develop and maintain organizational communications to ensure employees have knowledge of training and development programs.
- Serve as a resource to train and coach leaders and others to understand and use their strengths, and enhance teamwork.
- Evaluate training effectiveness through feedback, assessments, and performance metrics; adjust programs accordingly.
- Create and maintain metrics to evaluate the success of NBU learning and engagement programs.
- Manage and optimize the company's learning management system (LMS).
- Partner with external vendors and facilitators as needed.

#### EMPLOYEE ENGAGEMENT:

- Execute a comprehensive employee engagement strategy aligned with company values and business goals.
- Oversee employee engagement initiatives like onboarding and employee development.
- Analyze engagement survey results to align employee feedback with the L&D strategy.
- Measure and analyze engagement data to gauge employee satisfaction, identify trends, risks and opportunities for improvement.
- Partner with leaders to promote inclusive and meaningful engagement activities that drive a sense of purpose and belonging.
- Serve as a strategic leader to the Employee Experience Team to champion initiatives that reflect our mission, values, and commitment to an enhanced employee experience.

#### GENERAL RESPONSIBILITIES:

- Maintain regular attendance; leave schedule should be managed so as to not interfere with ability to accomplish tasks, including special projects and assignments with deadlines
- Adhere to NBU safety guidelines and practices at all times and in all situations
- Maintain a clean and safe work area, office, field site and vehicle as applicable
- Develop & maintain effective customer service skills for communications with co-workers, customers and the public in general
- Maintain strict confidentiality of business, employee and customer information in written and oral communications and safeguard sensitive documents
- Adhere to NBU policies and procedures
- Exemplifies NBU Core Values of Safety, Team, Integrity, Culture and Stewardship
- Participate in and support initiatives to reach annual NBU Performance Measures
- Develops and monitors spending against the department budget.
- Performs other duties as assigned.

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#### Formal Education and Work Experience Requirements

Degree/Diploma Obtained: Bachelors

Other: Degree can be a related field of study or at

Work Experience Time Frame: Three Years or

least 3 years of experience leading training or

More Field of Study: Education

engagement programs required.

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#### Certification and Licensures Requirements

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#### Other Minimum Qualifications

- A valid Texas Driver's License is required to operate a company vehicle when necessary.
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## Knowledge of Computer Software

|                      | No Knowledge                        | Beginner                 | Intermediate                        | Expert                              |
|----------------------|-------------------------------------|--------------------------|-------------------------------------|-------------------------------------|
| ArcGIS               | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            |
| AutoCAD              | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            |
| Crystal Reports      | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            |
| Microsoft Access     | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            |
| Microsoft Excel      | <input type="checkbox"/>            | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| Microsoft Word       | <input type="checkbox"/>            | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| Microsoft Publisher  | <input type="checkbox"/>            | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| Microsoft PowerPoint | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |

## Other Software Knowledge

Learning Management Systems, Adobe Captivate

## Experience with Machines, Tools, Equipment and Other Work Aids

[Click or tap here to enter text.](#)

## Physical Demands

### Standing: Frequently

- ☒ Making Presentations
- ☐ Observing Work Sites
- ☒ Observing Work Duties
- ☒ Communication with Co-Workers

### Fine Dexterity: Frequently

- ☒ Computer Keyboard
- ☒ Telephone Keypad
- ☐ Calculator
- ☐ Calibrating Equipment

### Walking: Frequently

- ☒ To Other Departments/Office/Office Equipment
- ☐ Around Worksite

### Lifting: Occasionally

- ☒ Supplies
- ☒ Equipment
- ☒ Files

### Carrying: Occasionally

- ☒ Supplies
- ☐ Equipment
- ☒ Files

### Sitting: Frequently

☒ Desk Work

☒ Meetings

☒ Driving

### Reaching: Occasionally

☒ For Supplies

☒ For Files

### Handling: Occasionally

☒ Paperwork

☐ Monies

### Kneeling: Choose an item.

☒ Filing in Lower Drawers

☒ Retrieving Items from Lower Shelves/Ground

### Pushing/Pulling: Occasionally

☒ File Drawers

☐ Equipment

☒ Table and Chairs

☐ Hose

### Climbing: Never

☐ Stairs

☐ Ladder

☐ Step Stool

☐ Onto Equipment

**Vision:** Frequently

- ☒ Reading  
☒ Computer Screen  
☐ Driving  
☐ Observing Worksite

**Foot Controls:** Never

- ☐ Driving  
☐ Operating Heavy Equipment  
☐ Dictaphone

**Balancing:** Never

- ☐ On Ladder  
☐ On Equipment  
☐ On Step Stool

**Bending:** Occasionally

- ☒ Filing in Lower Drawers  
☒ Retrieving Items from Lower Shelves/Ground  
☐ Making Repairs

**Other:** [Click or tap here to enter text.](#)

**Crouching:** Occasionally

- ☒ Filing in Lower Drawers  
☒ Retrieving Items from Lower Shelves/Ground

**Crawling:** Choose an item.

- ☐ Under Equipment  
☐ Inside Attics/Pipes/Ditches

**Hearing:** Frequently

- ☒ Communication Via Telephone/Radio/To Co-Workers/Public  
☐ Listening to Equipment

**Twisting:** Frequently

- ☒ From Computer to Telephone  
☐ Getting Inside Vehicle

**Talking:** Frequently

- ☒ Communication Via Telephone/Radio/To-Co-Workers/Public

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**Environmental Factors**

|   | Never                               | Seasonally               | Several Times<br>Per Year | Several Times<br>Per Month | Several Times<br>Per Week | Daily                    |
|---|-------------------------------------|--------------------------|---------------------------|----------------------------|---------------------------|--------------------------|
| Extreme Temperature<br>(Heat, cold, extreme temp.<br>change)                              | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>  | <input type="checkbox"/>   | <input type="checkbox"/>  | <input type="checkbox"/> |
| Wetness and/or humidity<br>(bodily discomfort from<br>moisture)                           | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>  | <input type="checkbox"/>   | <input type="checkbox"/>  | <input type="checkbox"/> |
| Respiratory Hazards<br>(Fumes, gases,<br>chemicals, dust, and dirt)                       | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>  | <input type="checkbox"/>   | <input type="checkbox"/>  | <input type="checkbox"/> |
| Noise and Vibration<br>(sufficient to cause<br>hearing loss)                              | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>  | <input type="checkbox"/>   | <input type="checkbox"/>  | <input type="checkbox"/> |
| Physical Hazards<br>(High voltage,<br>dangerous<br>machinery,<br>aggressive<br>Customers) | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>  | <input type="checkbox"/>   | <input type="checkbox"/>  | <input type="checkbox"/> |

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## Health and Safety Conditions

|                          | Never<br>(Never<br>Occurs)          | Rarely<br>(Less than 1<br>hour per<br>week) | Occasionally<br>(1/3 or more<br>of the time) | Frequently<br>(From 1/3 to<br>2/3 of the<br>time) | Constantly<br>(2/3 or more<br>of the time) |
|--------------------------|-------------------------------------|---|--|---|--|
| Mechanical Hazards       | <input checked="" type="checkbox"/> | <input type="checkbox"/>                    | <input type="checkbox"/>                     | <input type="checkbox"/>                          | <input type="checkbox"/>                   |
| Chemical Hazards         | <input checked="" type="checkbox"/> | <input type="checkbox"/>                    | <input type="checkbox"/>                     | <input type="checkbox"/>                          | <input type="checkbox"/>                   |
| Electrical Hazards       | <input checked="" type="checkbox"/> | <input type="checkbox"/>                    | <input type="checkbox"/>                     | <input type="checkbox"/>                          | <input type="checkbox"/>                   |
| Fire Hazards             | <input checked="" type="checkbox"/> | <input type="checkbox"/>                    | <input type="checkbox"/>                     | <input type="checkbox"/>                          | <input type="checkbox"/>                   |
| Explosives               | <input checked="" type="checkbox"/> | <input type="checkbox"/>                    | <input type="checkbox"/>                     | <input type="checkbox"/>                          | <input type="checkbox"/>                   |
| Communicable Diseases    | <input checked="" type="checkbox"/> | <input type="checkbox"/>                    | <input type="checkbox"/>                     | <input type="checkbox"/>                          | <input type="checkbox"/>                   |
| Physical Danger or Abuse | <input checked="" type="checkbox"/> | <input type="checkbox"/>                    | <input type="checkbox"/>                     | <input type="checkbox"/>                          | <input type="checkbox"/>                   |

**Other:** Click or tap here to enter text.

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## Primary Work Environment: Office Environment

Other: Click or tap here to enter text.

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## Overall Strength Demands

- ☐ Sedentary - Exerting up to 10 pounds occasionally or negligible weight frequently, mostly sitting
- ☒ Light - Exerting up to 20 pounds occasionally, 10 pounds frequently, walking or standing often
- ☐ Medium - Exerting 20 - 50 pounds occasionally, 10 - 25 pounds frequently, or 10 pounds constantly
- ☐ Heavy - Exerting 50 - 100 pounds occasionally, 25 - 50 pounds frequently, or 10 - 20 pounds constantly
- ☐ Very Heavy - Exerting 50 pounds constantly

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## Non-Physical Demands

|                                | Never                    | Rarely                              | Occasionally                        | Frequently                          | Constantly               |
|--------------------------------|--------------------------|-------------------------------------|-------------------------------------|-------------------------------------|--------------------------|
| Time Pressure                  | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Emergency Situations           | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> |
| Frequent Change of Task        | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Irregular<br>Schedule/Overtime | <input type="checkbox"/> | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> |

|   |                          |                                     |                          |                                     |                          |
|---|--------------------------|-------------------------------------|--------------------------|-------------------------------------|--------------------------|
| Performing Multiple Tasks Simultaneously      | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Working Closely with Others as Part of a Team | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Tedious or Exacting Work                      | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Noisy/Distracting Environment                 | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> |

**Other:** Click or tap here to enter text.

### Employee Statement of Understanding

THIS JOB DESCRIPTION DOES NOT CONSTITUTE AN EMPLOYEE AGREEMENT BETWEEN NEW BRAUNFELS

UTILITIES (NBU) AND THE EMPLOYEE. Nothing in this position description restricts NBU's ability to assign, reassign or eliminate duties and responsibilities of this job at any time.

I HAVE READ AND RECEIVED A COPY OF THIS JOB DESCRIPTION.

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Employee's Printed Name

\_\_\_\_\_  
Date